Year-to-Date Data Through September

ST Express Bus	YTD 2008	YTD 2009	YTD Budget	Notes
Revenue Vehicle Hours Operated[1]	374,907	396,396	388,125	**Boardings per Hour/Trip:** Productivity on ST Express routes has been lower in 2009, due in part to job losses in the region's major employment centers and lower fuel prices which have reduced incentives to use transit. **Cost per Boarding:** While costs are under budgeted levels to date, boardings are well under forecast. As a result, cost per boarding has lagged the budget. **Preventable Accidents:** The number of preventable accidents exceeded targets. Staff continues to work with the operating partners to address this.
Revenue Vehicle Miles Operated	7,667,834	8,042,880	7,931,250	
Trips Operated	290,138	324,473	301,493	
Platform Hours Operated	466,948	499,742	487,650	
Boardings	9,285,496	9,563,877	9,900,000	
Boardings per Revenue Hour	24.77	24.13	25.70	
Boardings per Trip	32.00	29.48	33.10	
Cost per Boarding[2]	$6.38	$6.80	$6.66	
Percentage of Scheduled Trips Operated	100.15%	100.54%	≥99.80%	
On Time Performance[3]	94.42%	93.99%	≥90.00%	
Customer Complaints[4]	0.02%	0.02%	<0.05%	
Preventable Accidents per 100,000[5]	0.60	1.01	≤0.80	
Sounder Commuter Rail	**YTD 2008**	**YTD 2009**	**YTD Budget**	**Notes**
Revenue Vehicle Hours Operated[1]	18,720	26,426	26,483	**Boardings per Hour/Trip:** Productivity on Sounder has been lower in 2009, due in part to job losses in the region's major employment centers and lower fuel prices, which have reduced incentives to use transit. Service additions in September 2008 and in June 2009 have been less productive shoulder and reverse commute trips. **Cost per Boarding:** While costs are under budgeted levels to date, boardings are well under forecast. As a result, cost per boarding has lagged the budget.
Revenue Vehicle Miles Operated	719,833	1,024,712	1,033,711	
Trips Operated	3,572	4,817	4,932	
Boardings	1,968,589	1,871,092	2,325,000	
Boardings per Revenue Vehicle Hour	105.16	70.80	88.00	
Boardings per Trip	551.12	388.44	474.00	
Cost per Boarding[2]	$11.11	$12.54	$11.77	
Percentage of Scheduled Trips Operated	99.89%	99.63%	≥99.50%	
On Time Performance[3]	99.85%	97.18%	≥95.00%	
Customer Complaints[4]	0.02%	0.01%	<0.05%	
Preventable Accidents per 1,000,000[5]	0.00	0.00	≤1.00	
Central Link Light Rail	**YTD 2008**	**YTD 2009**	**YTD Budget**	**Notes**
Revenue Vehicle Hours Operated[1]	N/A	22,056	31,762	**Central Link Metrics:** Service began on July 18, 2009. Service was budgeted to start in early July, so quantitative measures of service provided are lower than budgeted. However, the productivity on a per-trip and per-hour basis has been in line with projections.
Revenue Vehicle Miles Operated	N/A	493,873	640,735	
Trips Operated	N/A	18,915	30,231	
Boardings	N/A	1,115,502	1,200,000	
Boardings per Revenue Vehicle Hour	N/A	50.58	38.00	
Boardings per Trip	N/A	58.97	40.00	
Cost per Boarding[2]	N/A	$7.65	$9.09	
Percentage of Scheduled Trips Operated	N/A	100.12%	≥98.50%	
On Time Performance[3]	N/A	Number not available	≥98.50%	
Customer Complaints[4]	N/A	0.02%	<0.05%	
Preventable Accidents per 100,000[5]	N/A	0.00	≤1.00	
Tacoma Link Light Rail	**YTD 2008**	**YTD 2009**	**YTD Budget**	**Notes**
Service Hours Operated[1]	7,289	6,993	7,142	**Boardings:** Tacoma Link has seen a decline in ridership of 3 percent compared to last year. Service was interrupted by eight days of closure in August to allow for repairs to the concrete median in downtown Tacoma. In addition, the Tall Ships event in downtown Tacoma brought out an additional 25,000 boardings last year. Without the Tall Ships event, ridership would have been slightly higher in 2009, despite the construction shutdown in August.
Service Miles Operated	70,726	66,885	69,146	
Trips Operated	44,148	42,256	43,034	
Boardings	686,744	668,460	675,000	
Boardings per Service Vehicle Hour	94.22	95.60	90.00	
Boardings per Trip	15.56	15.82	15.00	
Cost per Boarding[2]	$3.34	$4.19	$4.90	
Percentage of Scheduled Trips Operated	99.80%	99.84%	≥98.50%	
On Time Performance[3]	99.73%	99.85%	≥98.50%	
Customer Complaints[4]	0.01%	0.00%	<0.05%	
Preventable Accidents per 100,000[5]	0.00	0.00	≤1.00	

Lagging budget or standard

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.
2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.
3-On-time performance standards are described in the budget. For Central Link, difficulty in obtaining data has hindered reporting efforts.
4-Customer complaint performance standards are < 0.05 percent.
5-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

Third Quarter 2009

Service Delivery Quarterly Performance Report

Q3 Systemwide Boardings

Boardings by Service Type	Third Quarter			Year-to-Date Through September			2009 Annual SIP Projections[1]
	2008	2009	%Δ	2008	2009	%Δ	
ST Express Bus	3,402,521	3,348,694	-2%	9,285,496	9,563,877	3%	13.2mil.
Sounder Commuter Rail	708,479	638,486	-10%	1,968,589	1,871,092	-5%	3.1 mil.
Central Link	N/A	1,115,502	100%	N/A	1,115,502	100%	2.4 mil.
Paratransit	N/A	15,593	100%	N/A	15,593	100%	60,000
Tacoma Link	245,362	202,156	-18%	686,744	668,460	-3%	.900 mil.
Total Boardings	4,356,362	5,320,431	22%	11,940,829	13,234,525	11%	19.7 mil.
Average Weekday Bdgs	59,960	69,385	16%	55,362	60,357	9%	74,718

1-Annual projections established in the 2009 Service Implementation Plan (SIP) starting third quarter include Central Link and Paratransit projections.

The opening of Central Link light rail on July 18 was the highlight of the Third Quarter, increasing total system boardings by 22 percent compared with the same period last year. Central Link boardings for the quarter were close to projections, but ST Express bus, Sounder and Tacoma Link declined. Without Central Link, system ridership would have shown a decrease of 4 percent. This decline is at least partially explained by the extraordinary ridership growth that occurred a year earlier when a surge in gasoline prices caused systemwide boardings to increase by 21 percent; gasoline prices were at least $1.00 lower per gallon than during Third Quarter 2008. In addition, Tacoma Link was impacted by an eight-day service suspension in August made necessary by a pavement repair project. Total system ridership excluding Central Link is still above 2007 numbers.

ST Express buses showed a relatively small 2 percent decrease in boardings for the quarter. Sounder's South Line experienced the largest ridership decline, with 12 percent fewer boardings than the same period in 2008. The Sounder North Line held its own with a small decline in commuter boardings offset by an increase in event train ridership. Apart from the August Tacoma Link shutdown and a partial weekday in July when Central Link trains were unable to operate through the downtown tunnel, there were no significant disruptions to Sound Transit service during the quarter.

The effects of the economic recession continue to impact Sound Transit ridership and productivity. The economy continued to weaken during the Third Quarter, impacting local employment and transit ridership. While the longer-range forecast is optimistic, it is uncertain how ridership will be affected during the remainder of 2009.

This report includes ridership and performance data for two new modes, Central Link and paratransit for Central Link. The Central Link paratransit service, operated for Sound Transit under contract with King County Metro, provides transportation for eligible persons with disabilities within ¾ mile of the alignment.

Specific mode and individual route trends are discussed on page 2.

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Third Quarter Ridership Highlights

ST Express boardings decreased by 2 percent during the Third Quarter. The ST Express ridership includes the Link Connector. If the Connector had not been included, the decrease would have been nearly 5 percent. The Connector will be discontinued once Link opens to the airport in December. The largest ST Express declines were on routes serving the South Corridor. Routes serving the North Corridor generally increased or remained stable. System weekend ridership increased, helped by ST2 service improvements implemented in June.

Central Link passenger service began on July 18, 2009. Over 90,000 enthusiastic passengers were carried on opening weekend, demonstrating the system's capacity to accommodate large crowds. Central Link quickly proved popular for riders attending major events at Qwest and Safeco Fields and this is reflected in strong weekend ridership, averaging 13,200 boardings on Saturdays and 12,000 boardings on Sundays. Commuter ridership has been slower to develop, with about 14,700 average weekday boardings for the quarter. In general, Central Link ridership was close to projections in the 2009 budget and Draft 2009 Service Implementation Plan. Changes to King County Metro bus service which improved connections with light rail began Sept. 19, and are expected to boost ridership in the Fourth Quarter.

Sounder train boardings were down by 10 percent overall, compared to the dramatic growth in 2008. Most of the decline was on the South Line, where commuter boardings were down by 13 percent, compared with a relatively small 3 percent decrease on the North Line. September showed a smaller decline (-8.6 percent) than the previous two months of the Third Quarter.

Tacoma Link boardings were down 18 percent for the Third Quarter. Several factors contributed, including the eight-day construction shutdown during August and a later start for the UW Tacoma Fall Quarter this year. Also, while the Tall Ships event generated a large surge in ridership in July 2008, no similar event occurred in 2009. An encouraging note is that average weekday ridership was down less than 2 percent for the quarter.

ST Express Boardings by Route

	Route	Q3 2008	Q3 2009	%Δ
510/513	Everett-Seattle	235,306	245,504	4%
511	Lynnwood-Seattle	253,637	258,760	2%
522	Woodinville-Seattle	280,122	270,824	-3%
532	Everett-Bellevue	82,683	82,163	-1%
535	Lynnwood-Bellevue	118,547	106,620	-10%
540	Kirkland-U. District	58,341	66,521	14%
545	Redmond-Seattle	465,918	437,791	-6%
550	Bellevue-Seattle	463,378	469,812	1%
554	Issaquah-Seattle	196,136	174,987	-11%
555/556	Issaquah-Northgate	66,112	64,506	-2%
560	W Sea-Sea-Tac-Bellevue	213,460	209,692	-2%
564	South Hill-Overlake	104,301	88,080	-16%
565	Federal Way-Overlake	122,352	106,735	-13%
574	Lakewood-Sea-Tac	166,469	157,449	-5%
577/578	Fed Way/Puyallup-Sea	85,532	68,632	-20%
582	Bonney Lake-Tacoma	21,402	12,581	-41%
586	Tacoma-U. District	27,017	27,465	2%
590-595	Lakewood-Seattle/ Tacoma-Seattle	441,499	381,844	-14%
599	Lakewood-Tacoma	N/A	3,255	N/A
	Link Connector	0	115,472	N/A
	Total[1]	3,402,521	3,348,694	-2%
	Avg Weekday Bdgs[1]	46,491	45,305	-3%

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor

	Q3 2008	Q3 2009	%Δ
North Line			
Commuter	72,416	70,351	-3%
Special	14,149	18,840	33%
Subtotal	86,565	89,191	3%
South Line			
Commuter	594,972	519,784	-13%
Special	26,942	29,511	10%
Subtotal	621,914	549,295	-12%
Total	708,479	638,486	-10%
Avg Weekday Bdgs	10,428	9,221	-12%

Central Link Light Rail Boardings

	Q3 2008	Q3 2009	%Δ
Total	N/A	1,115,502	N/A
Avg Weekday Bdgs	N/A	14,674	N/A

Tacoma Link Light Rail Boardings

	Q3 2008	Q3 2009	%Δ
Total	245,362	202,156	-18%
Avg Weekday Bdgs	3,041	2,990	-2%

Paratransit Boardings

	Q3 2008	Q3 2009	%Δ
Total	N/A	15,593	100%
Avg Weekday Bdgs	N/A	169	100%

Third Quarter Data

ST Express Bus	Q3 2007	Q3 2008	Q3 2009	Q3 Budget
Revenue Vehicle Hours Operated[1]	125,364	127,607	138,845	129,375
Revenue Vehicle Miles Operated	2,574,070	2,603,715	2,785,588	2,656,250
Trips Operated	94,402	98,046	122,135	100,493
Platform Hours Operated	155,204	158,930	154,018	162,550
Boardings	2,783,800	3,402,521	3,348,694	3,300,000
Boardings per Revenue Hour	22.21	26.66	24.12	25.51
Boardings per Trip	29.49	34.70	27.42	32.84
Cost per Boarding[2]	$6.32	$6.41	$6.27	$6.66
Percentage of Scheduled Trips Operated	99.95%	100.42%	101.48%	≥99.80%
On Time Performance[3]	94.78%	94.15%	93.81%	≥90.00%
Customer Complaints[4]	0.02%	0.02%	0.02%	<0.05%
Preventable Accidents per 100,000[5]	0.92	0.88	1.26	≤ 0.80
Sounder Commuter Rail	**Q3 2007**	**Q3 2008**	**Q3 2009**	**Q3 Budget**
Revenue Vehicle Hours Operated[1]	4,650	6,565	9,797	9,883
Revenue Vehicle Miles Operated	174,630	252,426	383,146	393,711
Trips Operated	842	1,240	1,734	1,882
Boardings	579,109	708,479	638,486	775,000
Boardings per Revenue Vehicle Hour	124.54	107.92	65.17	78.42
Boardings per Trip	687.78	571.35	368.22	411.80
Cost per Boarding[2]	$10.82	$10.80	$10.53	$11.77
Percentage of Scheduled Trips Operated	100.00%	99.84%	100.00%	≥99.50%
On Time Performance[3]	98.06%	98.73%	97.09%	≥95.00%
Customer Complaints[4]	0.02%	0.02%	0.01%	<0.05%
Preventable Accidents per 1,000,000[5]	0.00	0.00	0.00	≤1.00
Central Link Light Rail	**Q3 2007**	**Q3 2008**	**Q3 2009**	**Q3 Budget**
Revenue Vehicle Hours Operated[1]	N/A	N/A	22,056	31,762
Revenue Vehicle Miles Operated	N/A	N/A	493,873	640,735
Trips Operated	N/A	N/A	18,915	30,231
Boardings	N/A	N/A	1,115,502	1,200,000
Boardings per Revenue Vehicle Hour	N/A	N/A	50.58	38.00
Boardings per Trip	N/A	N/A	58.97	40.00
Cost per Boarding[2]	N/A	N/A	$7.65	$9.09
Percentage of Scheduled Trips Operated	N/A	N/A	100.12%	≥98.50%
On Time Performance[3]	N/A	Number not available	99.50%	≥98.50%
Customer Complaints[4]	N/A	N/A	0.02%	<0.05%
Preventable Accidents per 100,000[5]	N/A	N/A	0.00	≤1.00
Tacoma Link Light Rail	**Q3 2007**	**Q3 2008**	**Q3 2009**	**Q3 Budget**
Service Hours Operated[1]	2,517	2,446	2,215	2,380
Service Miles Operated	24,248	23,731	20,539	23,048
Trips Operated	15,155	14,832	13,290	14,084
Boardings	234,257	245,362	202,156	225,000
Boardings per Service Vehicle Hour	93.07	100.31	91.27	94.54
Boardings per Trip	15.46	16.54	15.21	15.98
Cost per Boarding[2]	$3.43	$2.91	$4.70	$4.90
Percentage of Scheduled Trips Operated	99.80%	99.83%	99.70%	≥98.50%
On Time Performance[3]	99.48%	99.73%	99.77%	≥98.50%
Customer Complaints[4]	0.00%	0.00%	0.00%	<0.05%
Preventable Accidents per 100,000[5]	0.00	0.00	0.00	≤1.00

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.
2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.
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